

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 7/10/2012	(3) CONTACT/PHONE Reva Bear - 781-1835	
(4) SUBJECT Request approval of a renewal service contract (Clerk's File) for Workforce Investment Act (WIA) One-Stop Operator and Youth Services with Goodwill Industries of Santa Cruz, Monterey & San Luis Obispo Counties for FY 2012-13 in the amount of \$1,580,109.			
(5) RECOMMENDED ACTION It is recommended that your Board approve, and direct the Chairperson to sign a renewal service contract for Workforce Investment Act (WIA) One-Stop Operator and Youth services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2012-2013 in the amount of \$1,580,109.			
(6) FUNDING SOURCE(S) Federal 100%	(7) CURRENT YEAR FINANCIAL IMPACT \$1,580,109	(8) ANNUAL FINANCIAL IMPACT \$1,580,109	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. _____) <input type="checkbox"/> Board Business (Time Est. _____)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) 19001171		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A <input type="checkbox"/> 4/5th's Vote Required <input type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input type="checkbox"/> N/A Date <u> 9/13/2011 </u>	
(17) ADMINISTRATIVE OFFICE REVIEW Emily Jackson			
(18) SUPERVISOR DISTRICT(S) All Districts -			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Leland W. Collins, Social Services Director

DATE: 7/10/2012

SUBJECT: Request approval of a renewal service contract (Clerk's File) for Workforce Investment Act (WIA) One-Stop Operator and Youth Services with Goodwill Industries of Santa Cruz, Monterey & San Luis Obispo Counties for FY 2012-13 in the amount of \$1,580,109.

RECOMMENDATION

It is recommended that your Board approve, and direct the Chairperson to sign a renewal service contract for Workforce Investment Act (WIA) One-Stop Operator and Youth services with Goodwill Industries of Santa Cruz, Monterey and San Luis Obispo Counties for Fiscal Year 2012-2013 in the amount of \$1,580,109.

DISCUSSION

California implemented the federal Workforce Investment Act (WIA) of 1998 in the year 2000 with the goal of building a comprehensive workforce investment system that would increase employment opportunities, job earnings and retention, while improving occupational skills to sustain California's economic growth in future years. To ensure that regional economics drive the comprehensive workforce system, the Governor identified 49 local Workforce Investment Areas (LWIA) throughout the state. San Luis Obispo County is a LWIA for WIA Title I services. WIA Title I services focus on quality employment and training services to assist eligible adults and youth find meaningful employment and is administered by a local Workforce Investment Board (WIB) and accountable to the Governor.

The WIB is appointed by the San Luis Obispo County Board of Supervisors (BOS) and is comprised of representatives from private sector businesses, organized labor, community-based organizations, local government agencies, and local education agencies. The WIB is responsible for overseeing the operations of the One-Stop employment resource center, including identifying One-Stop operators, providing policy guidance, overseeing job training activities, distributing WIA funds, and providing key policy decisions affecting the local workforce development system. This system is the cornerstone of the WIA and offers multiple local employment services to adult and dislocated workers, youth, and employers.

Each LWIA is required to have a full-service "comprehensive" One-Stop center with numerous WIA mandated federal partners including the State Employment Development Department (EDD). LWIAs may also have "satellite" career centers which require neither full partner involvement nor provide the full array of WIA services. Mandatory supports at the One-Stop consist of employment services (i.e., assessment, tutoring, mentoring), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. The One-Stop functions to sustain the following state plan strategies:

- Training and employment programs that are managed at the local level where business and individual needs are best understood.
- Customers have convenient access to the employment, education, training and information services they need at a single location in their neighborhood (i.e., "One-Stop" Centers).

- Businesses provide information, leadership and play an active role in ensuring the system prepares people for current and future jobs via participation in the local WIB.

Goodwill Industries has been developing and implementing specialized vocational services since 1928 in the Monterey, Santa Cruz, and San Luis Obispo Tri-County area. Its mission is to provide training and employment opportunities to help people with disadvantaging conditions find employment. In San Luis Obispo County, Goodwill has provided vocational training, employment preparation and job retention services for over 15 years and began operating the local WIA One-Stop delivery system on July 1, 2009. Since the start of their WIA services contract, Goodwill has facilitated the expansion of WIA services in the county, beyond the two original sites in San Luis Obispo and Paso Robles that have been in existence since the implementation of WIA in California in 2000, with the opening of a new satellite One-Stop office in the Five Cities area at 1800 E. Grand Ave, Ste H, Grover Beach, as of October 1, 2009. In addition, they continue to offer WIA services in Salinas, Santa Cruz and Monterey County, along with administering a number of employment and training programs for the State Department of Rehabilitation, the Department of Labor (DOL), and private insurance carriers. For more information about services offered by Goodwill, visit their website at www.shorelineworks.org.

WIA Services Procurement

WIA requires competitive procurement of all service providers via the request for proposal (RFP) process on at least a three year basis. The County issued an RFP in December 2011 for FY 2012-2013 services, seeking a One-Stop Operator for the provision of WIA Adult, Dislocated Worker, and Youth services as well as site management of at least one comprehensive One-Stop center and one Youth center in the LWIA. The RFP requested a lead applicant for all service components in an effort to achieve administrative efficiencies and cost savings. A reduction in administrative costs is necessary to respond to the impacts associated with the implementation of Senate Bill (SB) 734 (DeSaulnier, Chapter 498, Statutes of 2011), in effect July 1, 2012, which requires that each local area designate 25% (\$325,415) of its total WIA Adult and Dislocated Worker allocation for participant training. The San Luis Obispo County WIB has never identified a minimum training amount. In FY 2011-2012, the LWIA budgeted roughly 15% (\$187,000) of the total Adult and Dislocated Worker allocation to training via its contract with Goodwill and 8.5% (\$98,878) of the FY 2010-2011 allocation.

Local Implementation of SB-734

SB-734 allows for local areas to designate only 15% (\$195,249) to training with the remaining 10% (\$131,166) met with leveraged resources from a limited number of training funds such as WIA Youth funds, Pell grants, and other sources. The State has identified corrective actions for those LWIAs that do not meet the training and/or leverage threshold. The WIB agreed to allow Goodwill to meet the training threshold with a mix of direct training and leveraged funds and will closely monitor their progress. Goodwill is aware that funds from other areas of its operations budget may be reallocated to training should it not meet leverage milestones and it appears that the LWIA is on track to be out of compliance by the close of FY 2012-2013. These budget adjustments will be accomplished via a change order in the third quarter of the contract term. Therefore, Goodwill cannot allocate funds to fixed costs such as facilities and rent in the North County given the inflexibility of lease agreements and the potential for changes in its budget necessary to ensure compliance with SB-734.

The minimum designation for training increases to 30% of the Adult and Dislocated Worker allocation effective July 2016. This new requirement results in less funding available for personnel and facilities costs and necessitates a move towards more innovative service delivery strategies that emphasize community and web-based access points for WIA services. Goodwill responded to the RFP as the lead agency and named Cuesta College as its partner in the delivery of WIA Youth services via a subcontract with Goodwill. As the lead agency and contractor with the County, Goodwill is ultimately responsible for the provision of WIA Youth services. Therefore, WIA Youth services are a new component to Goodwill's contract.

Reduction in WIA-funded One-Stop Centers

Due to budgetary constraints resulting from the implementation of SB-734 (meeting the required training dedication), Goodwill's proposal included reducing the total number of WIA-funded One-Stop centers that it manages as its WIA budget could no longer support the staff and rent costs associated with operating three sites. Therefore, Goodwill's budget does not include funding for the Estrella One-Stop center located on the Cuesta College campus in Paso Robles as this site had the lowest number of customer visits and EDD withdrew its infrastructure support from the site in February 2012 due to State budget reductions.

Efforts to Mitigate the Impact to North County Users of the WIA One-Stop - WIA services will continue to be available

to both job seekers and employers in the North County through a mix of virtual, remote, and community-based service delivery strategies. Job seekers and employers may access services using the Virtual One Stop (VOS) system, a web-based interface which allows for access to WIA self-services twenty-four hours per day from anywhere, anytime via internet connection. VOS services include access to job orders placed by employers directly into the system or retrieved from other job sites, resume development via VOS system templates, and gives employers the ability to screen job seeker resumes on-line. Goodwill will implement a remote service delivery strategy in Atascadero using kiosk type technology in as yet undetermined locations and will provide community-based job seeker services via an agreement for space use with the Paso Robles Public Library. Space use agreements with the library allow for North County community members to access job seeker services in their community without going into the comprehensive center in San Luis Obispo. Goodwill trained library staff on WIA services in June 2012 and will conduct additional trainings later this month. The first North County Job Seekers Academy is scheduled for September 6, 2012 in Paso Robles. The Academy provides job seekers with WIA-funded workshops and job search assistance and supportive counseling related to employment. Additional Job Seeker Academy sessions will be held each month throughout the North County. Goodwill's WIA staff from San Luis Obispo and Five Cities will continue participation in the planning and implementation of the Paso Robles Job Fair in September where outreach, information, and WIA Adult and Dislocated Worker services will be offered. Partners including DSS, the Department of Rehabilitation (DOR), and Cuesta's Workforce and Economic Development Services staff are trained in WIA Adult and Dislocated Worker services and will continue their involvement in the LWIA's One Stop system for participant co-enrollment and staff cross-training purposes.

Communicating the Change - North County WIA Adult and Dislocated Worker participants were informed of the change by their case managers with assurances of staff availability via phone, email, and by appointment at the Cuesta Career Center site or at the Paso Robles library. There will be no interruption in services to WIA-enrolled customers and minimal interruption to self-service users of the One-Stop system. Goodwill has contacted all WIA-enrolled participants to schedule routine appointments using "flex/hotel" cubicle space available at the Cuesta center. Changes to the management and hours for the site have been communicated to job seekers and employers via signage at the center as well as letters to employers. These communications explain that due to changes in funding, Goodwill is no longer able to support the management of the site and that Cuesta will now manage the site as its Career Center with new operating hours.

Evolution of the Estrella Center - Cuesta College's Workforce and Economic Development Services will operate the Paso Robles site as its North Campus Career Center in partnership with the County Department of Social Services (DSS) and other partners with services available to Cuesta students, CalWORKs and Welfare-to-Work participants, and the general public. DSS has collaborated with Cuesta for over 10 years in the provision of services that promote self-sufficiency for the recipients of cash aid (CalWORKs). Although WIA funds no longer support the center, job seekers and WIA participants are welcome to use the site, computers will be available to access the VOS system, and WIA staff may utilize space for meetings with WIA participants on a limited basis. Additionally, staff from the DOR will continue to visit the site on Wednesdays to see their clients. The WIA Youth program will remain stationed at the site and Cuesta invited employers using the site for recruitment purposes to continue to use the facility for candidate interviews and other selection processes.

2012 -2013 Services

Specific to this contract Goodwill will operate two One-Stop business centers: the comprehensive One-Stop Center (Industrial Way) located at 880 Industrial Way, in San Luis Obispo, and the Business and Career Center (Five Cities), a satellite location at 1800 East Grand Ave, Grover Beach. The sites offer an array of mandatory supports that consist of employment services (i.e., assessment, job search, and employment skill development), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. The contract with Goodwill provides three distinctive services aimed at helping thousands of adults and youth obtain training and find employment throughout the County.

One-Stop Operator Services - The One-Stop Operator is responsible for the administrative operations of the One-Stop delivery system, working in conjunction with the County, the WIB, and One-Stop partners. The One-Stop delivery system consists of two career/business centers (Industrial Way and Five Cities) and a Youth center also in Five Cities and multiple One-Stop partners including: Community Action Partnership of SLO County Inc. (CAPSLO), Cuesta Community College (Cuesta), California State Economic Development Department (EDD), Department of Rehabilitation, Housing Authority of the City of SLO (HASLO), PathPoint, and the Department of Social Services (DSS). For purposes of this contract, administrative operations means the management and coordination of those activities necessary to support the delivery of program services in the One-Stop delivery system and more particularly, in the One-Stop Career Centers in our County.

Adults and Dislocated Worker Services - The vision for adult workers is the development of skills in local trades (i.e., construction, agriculture, health care and education, hospitality, manufacturing) and other occupational fields that are desperately needed to sustain the local workforce. The adult program assists adults who are looking for work and unemployed, and the dislocated worker program assists workers who have not been employed due to a recognized disaster, permanent plant or facility closing, or mass layoffs.

Employment services offered include universal (self-service), core (staff-assisted), intensive, and targeted training to individuals who are 18 years of age or older. Core services include initial assessment, job search and placement assistance, and career counseling. Intensive services includes a more in-depth assessment, counseling and career planning and prevocational services for unemployed persons unable to obtain jobs through core services or individuals needing additional training to reach self-sufficiency. Training services are also available for those who meet intensive services eligibility but were unable to obtain employment through those services. All adults have an Individual Employment Plan (IEP) developed in conjunction with program staff. Ideally, program completion occurs when the individual has completed the plan of service as included in the IEP and enters into appropriate employment.

Youth Services - WIA Youth services are provided through a comprehensive youth development system that links local community, youth and education stakeholders. Services focus on year-round In-School Youth and Out-of-School Youth services funded using the local WIA allocation for youth services. Programs will consist of four components: 1) education services, 2) work readiness training, work preparation and work-based opportunities, 3) youth development services, and 4) connections to community, family and peers. Specific types of services include: tutoring, study skills training, instruction leading to completion of secondary school, alternative school services, mentoring, paid and unpaid work experience, occupational skills training and appropriate supportive services (i.e., clothing assistance and transportation). The WIA Youth program is primarily operated out of a Youth Center located at 191 S. Oak Park Blvd in Grover Beach. Youth staff will provide services in coordination with community-based agencies and schools throughout the county. Goodwill intends to provide WIA youth Services through a subcontract with Cuesta College as identified in its RFP response. Cuesta has been the provider of WIA Youth services since 2009.

If approved, Goodwill will continue to be the primary operator of the One-Stop employment and training delivery system in our county and provide full-service One-Stop center mandatory supports that consist of employment services (i.e., assessment, job search, employment skill development), job training and education programs for job seekers, and comprehensive employer services including resources for placing job orders and obtaining referrals, labor market data and business assistance. All services are available to community members in both English and Spanish. These services offer key components for improving performance in core employment and educational skills for adults, youth, and local employers. By offering this level of support, it is anticipated that the local workforce will be strengthened and those working will have employment opportunities that support self-sufficiency. These outcomes support the Department and County goal of a strong and viable economy.

OTHER AGENCY INVOLVEMENT/IMPACT

The Workforce Investment Board (WIB), EDD, Cuesta College, and the Paso Robles Public Library have participated in creating this contract. County Counsel has reviewed and approved the contract as to legal form and effect.

FINANCIAL CONSIDERATIONS

The WIA funds are 100% federally funded (distributed to states for allocation to counties) and are distributed to the County via a grant. The annual WIA Formula Grant estimate was included in the Department's budget for Fiscal Year (FY) 2012-2013 and will require no county match. These funds will be used to support WIA direct service programs and administrative and fiscal costs. The total contract amount for the One-Stop Operator and Youth services with Goodwill is \$1,580,109, comprised of the following WIA funds:

- Adult: \$ 426,600
- Dislocated Worker: \$ 481,060
- Youth: \$ 672,449
- Total WIA funds: \$1,580,109

The \$228,507 difference (increase) in Goodwill's FY 2012-2013 budget is due to the addition of the WIA Youth funds identified above. Goodwill will contract with Cuesta College for the provision of WIA youth services via a subcontract in the amount of \$652,449

Agency	Actual FY 11-12	Budgeted FY 12 -13	Notes	Sharing Ratios		
				Fed	State	Co
Goodwill	\$1,351,602	\$ 1,580,109	WIA Formula Grant Funds	100%	0%	0%

RESULTS

Fiscal Year 11- 12

This is the third year that Goodwill has provided WIA One-Stop Operator services. Outcomes are as of the quarter ending March 31, 2012.

A total of 33,897 units of service were provided at the three One-stop locations – Estrella, Industrial Way, and Five Cities.

One-Stop Operator:

Goodwill *met the performance outcome* that resulted in implementing WIB strategies for outreach to the public to inform the public of its business offerings and the resources of the San Luis Obispo County One-Stop System. Outreach accomplishments include development of brochures and having the One-Stop featured in news stories related to unemployment and job seeker services. All materials produced and published were in partnership with the WIB.

Goodwill *met the performance outcome* that resulted in collecting and analyzing One-Stop system monthly usage data including customers and activities and reported to the WIB as requested. Specifically Goodwill tracked *universal access customers* (specifying the number of unique customers per month). Goodwill's monthly reports included the following:

1. Number of new customers reported in each center as of March 31, 2012 were as *follows*:

Paso Robles: 1,038
SLO: 1,590
Five Cities: 1,583
YTD Total: 4,211

2. Number of Unemployment Insurance/State Disability Insurance Services Visits: *A total of 6,216 (19%) of customers were identified as UIB/SDI service visits*

3. Number of Welfare-to-Work (WTW) Customers visiting each site:

Paso Robles: 2,916
SLO: 1,285
Five Cities: 2,116
YTD Total: 6,317

4. Number of Youth visiting each site:

Paso Robles: 235
SLO: 62
Five Cities: 83
YTD Total: 380

In San Luis Obispo, there is only administrative staff from the Youth provider at the Center. In the Five Cities area, the Youth provider has opened a Youth Center so youth do not visit these sites.

5. Number of individuals participating in Classroom/Workshop Services: *A total number of 3,441 customers have participated in classroom/workshop services*
6. Number of workshops provided: *A total of 459 workshops have been provided at the centers.*
7. Number of orientations provided: *A total of 110 orientations have been held among the centers.*
8. Number of individuals attending orientations at each center: *A total of 1,006 customers have attended orientations for One-Stop and WIA services.*

Goodwill *met the performance outcome* and provided services that resulted in collecting and analyzing One-Stop system monthly usage data including customers and activities and reporting to the WIB as requested. Specifically Goodwill reported the following:

1. Number of Employer Visits: 42
2. Employer Forums/Workshops/Presentations: 15
3. Rapid Response Presentations: 2
4. Rapid Response Participants: 30
5. Employer Recruitment: 59
6. Number of Job-Seekers Interviewed at Employer Recruitment Services: 179

Goodwill *met the performance outcome* of administering a quarterly satisfaction survey to 100% of clients who participated in WIA funded services during the survey week. Eighty percent (80%) of those completing the survey were to rate the services as beneficial to their employment and skill development. *A total of 643 individuals participated in the satisfaction survey, with ninety-eight percent (98%) rating the services as "meets expectations" or better.*

Goodwill will administer a satisfaction survey to One-Stop partners semi-annually and report results of feedback. *Goodwill surveyed its five co-located partners in December 2011 and 100% reported being "satisfied" the cooperation with partners on program implementation and referrals as well as the facilitation of cooperation among partners.*

Goodwill *met performance outcome* that resulted in collecting rapid response and business services data and submitting results on a monthly basis to the WIB. *A total of two businesses received Rapid Response services*

Goodwill *met the performance outcome* to provide services that resulted in establishing and maintaining reliable mechanisms that immediately identified when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes included the following:

1. Monitoring Activities: internal monitoring activities included monthly file reviews, data entry reviews, caseload contact, performance, and quality control to ensure continuous improvement.
2. Tracking Effectiveness: Contractor tracked effectiveness using monitoring data, state reporting data, and customer feedback. A monthly review and analysis of data identified trends and/or issues and was conducted and submitted to the Administrative Entity (County) and the WIB.

Goodwill *did not meet the performance outcome* to provide services that resulted in providing completed copies of Operating Agreements to the WIB by the end of the fourth month after the approval of the contract. *Goodwill has been unable to obtain approval from the senior management of partner agencies.*

Adult and Dislocated Worker Programs:

The service numbers for Adult and Dislocated Workers are based on quarterly contract reports for the quarter ending March 31, 2012.

Goodwill will provide an unduplicated count of services to participants, in the Adult and Dislocated Worker programs, in the following intensive and training service areas:

1. New Applications: *A total of 423 new applications for adult services have been completed.*
2. New Enrollments: *A total of 302 new enrollments have been completed between the Adult and Dislocated Worker programs.*
3. Exit While Enrolled in Program: *A total of 161 participants have exited while enrolled in a program.*
4. Active Participants: *A total of 423 participants are currently receiving services.*
5. Post Program Follow-up: *A total of 130 people are receiving post program services.*

Adult Worker:

Goodwill will serve a minimum of 280 new adults enrolled into WIA Core (staff-assisted) services, with a minimum of 45 new WIA eligible adult workers enrolled into the Intensive level of service. In addition, approximately 43 adults will be carried in from the prior program year(s) and who are currently receiving WIA services.

As of March 31, 2012, a total of 205 eligible adult workers have received WIA services. This number includes approximately 42 adults carried in from prior program year(s) and who are currently receiving services.

Goodwill will enroll an average of 70 new adult workers on a quarterly basis. Enrollments will be reported quarterly to County.

As of March 31, 2012, an average of 68 new adult workers were enrolled on a quarterly basis.

Goodwill will provide adult workers services that result in 186 adult workers exiting as employed.

As of March 31, 2012, 62 participants exited with employment.

Goodwill will provide adult workers services that result in 84% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note: Percentages may change based on the State-negotiated rates.)

As of March 31, 2012, 97% of adult workers who exited employed, have retained employment in the quarter following the exit quarter.

Goodwill will provide adult workers services that result in those who exit the program being employed with average annual earnings of \$10,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

As of March 31, 2012, (based on the second and third quarter earnings after exit), 100% of adult workers have average earnings of \$24,310.

Dislocated Worker:

Goodwill will serve a minimum of 125 new dislocated workers receiving WIA services with a minimum of forty-five (45) new dislocated workers enrolled into WIA Core (staff-assisted) services with a minimum of 45 new WIA-eligible dislocated workers enrolled into the Intensive level of services. In addition approximately 57 dislocated workers may be carried in from prior program year(s) who are currently receiving WIA services.

As of March 31, 2012, a total of 101 eligible dislocated workers have received WIA services. This number includes approximately 66 dislocated workers carried in from prior program year(s) and who are currently receiving services.

Goodwill will enroll an average of 32 new dislocated workers on a quarterly basis. Enrollments will be reported quarterly to County.

As of March 31, 2012, an average of 33 new dislocated workers were enrolled on a quarterly basis.

Goodwill will provide dislocated workers services that result in 112 of those who exit the program being employed. (Note: Percentages may change based on the State-negotiated rates.)

As of March 31, 2012, 45 participants exited with employment.

Goodwill will provide dislocated workers services that result in 87% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note) Percentages may change based on the State-negotiated rates.)

As of March 31, 2012, 94% of dislocated workers who exited employed, have retained employment in the quarter following the exit quarter.

Goodwill will provide dislocated workers services that result in those who exit the program being employed with average earnings of \$14,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

As of March 31, 2012 (based on the second and third quarter earnings after exit), 100% of dislocated workers have average earnings of \$31,552.

Rapid Response:

Goodwill *met the performance outcome* to provide a summary of layoff activities on a monthly basis for all business contacts and track information specified by the WIB.

Fiscal Year 12-13

One-Stop Operator:

Contractor will implement strategies identified and approved by the WIB, in coordination with the Marketing Committee of the WIB. All materials produced and published will require prior approval from the WIB.

Goodwill will collect and analyze One-Stop system monthly usage data including customers and activities and report to the WIB as requested. Specifically Goodwill will track *universal access (self-service) customers* (specifying the number of unique customers per month). Goodwill's monthly reports shall include the following:

1. Number of total customer visits to each center.
2. Number of new customers registering in each center.
3. Number of Unemployment Insurance Benefits (UIB)/State Disability Insurance (SDI) Services Visits.
4. Number of Welfare-to-Work (WTW) customers visiting each site.
5. Number of youth visiting each site.
6. Number of workshops provided.
7. Number of individuals participating in Classroom/Workshop Services.
8. Number of orientations.

9. Number of individuals attending orientations at each center.

Goodwill will collect and analyze One-Stop system monthly usage data including customers and activities and report to the WIB as requested. Specifically Goodwill will report on the Employer Services outlining the following services:

1. Number of Employer Visits.
2. Employer Forums/Workshops/Presentations.
3. Rapid Response Presentations.
4. Rapid Response Participants.
5. Employer Recruitment.
6. Number of Job-Seekers Interviewed at Employer Recruitment Services.

Goodwill will achieve 60% Contractor will achieve 60% (\$78,099.60) of the required leverage (\$130,166) for compliance with SB-734 by December 31, 2012.

Goodwill will administer a quarterly a satisfaction survey to 100% of clients who participate in WIA funded services during the survey week. Eighty percent (80%) of those completing the survey will rate the services as beneficial to their employment and skill development.

Goodwill will collect, analyze, and report on One-Stop delivery system usage (inclusive of partner activities that further leverage WIA Title I dollars).

Goodwill will administer a satisfaction survey to One-Stop partners semi-annually and report results of feedback.

Goodwill will collect employer services data and submit results on a monthly basis to the WIB.

Goodwill shall establish and maintain reliable mechanisms that will immediately identify when a problem occurs, administrative or programmatic, and when corrective action is necessary. Continuous improvement processes shall include the following:

1. Monitoring Activities: Internal monitoring activities shall include monthly file review, data entry review, caseload contact, performance, and quality control to ensure continuous improvement.
2. Tracking Effectiveness: Contractor shall track effectiveness using monitoring data, state reporting data, and customer feedback. At least a monthly review and analysis of data to identify trends, issues shall be required and submitted to the Administrative Entity (County) and the WIB.
3. Evaluation of Remote Service Delivery Strategy.
4. Evaluation of Integrated Service Delivery pilot.

Goodwill will implement the remote service delivery strategy in Atascadero and Paso Robles by September 1, 2012.

Goodwill will train staff of the Paso Robles Public Library in the delivery of Universal Services by August 2012.

Goodwill will train a minimum of twenty (20) One-Stop partner staff (including Operator staff) by January 30, 2013 in the Integrated Services Delivery model.

Goodwill will update Operating Agreements and Cost Sharing Agreements as necessary and provide completed copies to the Administrative Entity for the WIB as specified.

Adult and Dislocated Worker Programs:

Goodwill will provide an unduplicated count of services to adults in the following intensive and training service areas:

1. New Applications.
2. New Enrollments.
3. Exit While Enrolled in Program.
4. Active Participants.
5. Post Program Follow-up.

Adult Worker:

Goodwill will serve a minimum of 280 new adults enrolled into WIA Core (staff-assisted) services, with a minimum of 45 new WIA eligible adult workers enrolled into the Intensive level of service. In addition, approximately 43 adults will be carried in from the prior program year(s) and who are currently receiving WIA services.

Goodwill will enroll an average of 23 new adult workers on a quarterly basis. Enrollments will be reported quarterly to County.

Goodwill will provide adult workers services that result in 186 adult workers exiting as employed.

Goodwill will provide adult workers services that result in 83.5% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note: Percentages may change based on the State-negotiated rates.)

Goodwill will provide adult workers services that result in those who exit the program being employed with average annual earnings of \$10,500. Note: The average annual earnings amount may change based on the State-negotiated rates.)

Dislocated Worker:

Goodwill will serve a minimum of 125 new dislocated workers receiving WIA services with a minimum of forty-five (45) new dislocated workers enrolled into WIA Core (staff-assisted) services with a minimum of 45 new WIA-eligible dislocated workers enrolled into the Intensive level of services. In addition approximately 57 dislocated workers may be carried in from prior program year(s) who are currently receiving WIA services.

Goodwill will enroll an average of 10 new dislocated workers on a quarterly basis. Enrollments will be reported quarterly to County.

Goodwill will provide dislocated workers services that result in 112 of those who exit the program being employed. (Note: Percentages may change based on the State-negotiated rates.)

Goodwill will provide dislocated workers services that result in 87% being employed in the first quarter after the exit quarter (i.e., retaining employment). (Note) Percentages may change based on the State-negotiated rates.)

Goodwill will provide dislocated workers services that result in those who exit the program being employed with average earnings of \$14,500. (Note: The average annual earnings amount may change based on the State-negotiated rates.)

Youth Services

Enrollments:

Goodwill will serve a minimum of 30 In-School youth comprised of five youth carried in from PY2011-2012 and a minimum of 25 new enrollments. Goodwill will serve a minimum of 80 Out-of-School youth comprised of 35 youth carried in from PY 2011-2012 and a minimum of 45 new enrollments.

Performance:

The WIA Youth Program anticipates the following performance for both In-School and Out-of-School populations and in accordance with State-mandated performance levels for the San Luis Obispo local workforce investment area:

1. **Training & Employment:** 65% of the youth will be placed into employment or education (includes military, post-secondary education, and /or advanced training/occupational skills training) in the first quarter after the exit quarter;
2. **Degree/Certificate Attainment:** 61% of youth served will attain a degree or certificate by the end of the third quarter after the exit quarter; and
3. **Literacy/Numeracy:** 40% of youth served will achieve an educational gain.

ATTACHMENTS

1. Contract- Clerk's File